

Oct. 16, 2019

MEDICAID ALERT

TO: All Providers

SUBJECT: Individuals with Disabilities Education Act Part C Program (BabyNet) Updates and Important Dates

New Claims-level Remittance Advice Features Coming in November

[Claims-level remittance advice](#) for providers enrolled in the Individuals with Disabilities Education Act (IDEA) Part C program, commonly known as BabyNet, will be available through the South Carolina Department of Health and Human Services (SCDHHS) [Web Tool](#) beginning in Nov. 2019. This will allow providers to access PDFs of their remittance advices online at any time. The remittance advice will include both Medicaid and BabyNet claims payments, and providers may refer to them to respectively identify and reconcile the claims payments that they receive from the South Carolina Treasurer's Office. Because this information will now be available via the web tool, providers will no longer be emailed their claims-level remittance advices. More resources, including a video walk-through, on how to access remittance advice can be found [here](#).

SCDHHS will host a webinar to review the new remittance advice features on Tuesday, Oct. 22, from 3-4 p.m.

Providers can join the call by:

Web Conference:

<https://scdhhs.webex.com/scdhhs/j.php?MTID=ma66402856555772c02e63925eb6797bchere>

Phone Conference:

Dial-in number: 1-415-655-0001

Access code: 745 243 509

New Question and Answer Session for BabyNet Providers and MCOs Announced

SCDHHS has been conducting regular conference calls with managed care organization (MCO) representatives to answer questions and address concerns involving the BabyNet program. Providers are invited to join a new call series dedicated to answering questions about the BabyNet and Healthy Connections Medicaid integration. The first call in the series will be held at **2 p.m. on Friday, Oct. 25**. BabyNet providers are encouraged to submit questions and comments for MCOs to bnproviderenrollment@scdhhs.gov by noon Monday, Oct. 21. SCDHHS will forward the questions that were submitted to the MCOs to be addressed during the call. Due to time constraints, answers presented on each call will only be available for questions that were submitted by the noon deadline.



Providers can join the call by:

Web Conference:

<https://scdhhs.webex.com/webappng/sites/scdhhs/meeting/info/142114006953411942?MTID=m91c142cc2194a22a86d789286f267470>

Phone Conference:

Dial-in Number: 1-415-655-0001

Access code: 746 920 943

IFSPs will be Regenerated in BRIDGES Oct. 17 - 23

Beginning Thursday, Oct. 17, 2019, the BabyNet Reporting & Intervention Data Gathering Electronic System (BRIDGES) will enter into a limited availability mode for providers to facilitate the regeneration of Individualized Family Service Plans (IFSP) and application of other system updates. Providers will not be able to enter service logs or information into the Accounts Payable screens while the regeneration is in progress. Service coordinators will have limited access to BRIDGES to complete the regeneration process. Full system functionality should be restored by Wednesday, Oct. 23, 2019.

New and updated information and resources have been made available on the [BabyNet announcements page](#) to assist service coordinators with regeneration activities. This information has changed significantly since the webinar on Aug. 22, 2019, and **service coordinators should review the new information carefully** to complete regeneration tasks. The updated resources include:

- [New IFSP Regeneration Training Video](#) (Approx. 20 minutes, recorded Oct. 14, 2019)
- [IFSP Regeneration Job Aid – Updated](#)
- [Services List Crosswalk](#)

Service coordinators will add any necessary new services via a change review after regeneration is complete. Users should email bridges@scdhhs.gov for any questions or concerns regarding IFSP regeneration.

Thank you for your continued support of the South Carolina Healthy Connections Medicaid and BabyNet programs.